

STATE OF INDIANA)
) SS:
COUNTY OF MARION)

BEFORE THE INDIANA
COMMISSIONER OF INSURANCE

CAUSE NO.: 19677-AG20-0915-168

IN THE MATTER OF:)
)
Abstracts of Richmond, Inc.)
25 N. 8th Street,)
Richmond, IN 47374)
)
Respondent.)
)
Type of Agency Action: Enforcement)
)
License Number: 2467800)

FILED
APR 28 2021
STATE OF INDIANA
DEPT. OF INSURANCE

FINAL ORDER

The Indiana Department of Insurance ("Department"), by counsel Victoria Hastings, and Abstracts of Richmond, Inc. ("Respondent"), a resident title insurance agency licensed to do business in Indiana, signed an Agreed Entry which purports to resolve all issues involved in the above captioned cause number, and which has been submitted to the Commissioner of Insurance (the "Commissioner") for approval.

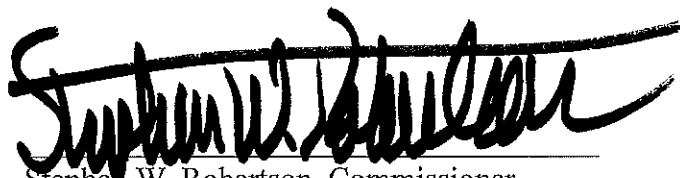
The Commissioner, after reviewing the Agreed Entry, which requires Respondent to pay restitution to overcharged consumers in the amount of three thousand two hundred eighty nine dollars (\$3,289), and levies a one thousand six hundred fifteen dollar (\$1,615) civil penalty for overcharging consumers, finds it has been entered into fairly and without fraud, duress or undue influence, and is fair and equitable between the parties. The Commissioner hereby incorporates the Agreed Entry as if fully set forth herein, and approves and adopts in full the Agreed Entry as a resolution of this matter.

IT IS THEREFORE ORDERED by the Commissioner as follows:

1. Respondent shall pay a civil penalty in the amount of one thousand six hundred fifteen dollars (\$1,615) to the Department within thirty (30) days of the date of this Final Order.
2. Respondent shall send refund checks to the sixty (60) affected consumers, for a total amount of three thousand two hundred eighty nine dollars (\$3,289). This refund amount includes the aggregate amount of overcharged premiums of three thousand seventy five dollars (\$3,075), and eight percent (8%) compounded interest in the amount of two hundred fourteen dollars (\$214).
3. Respondent shall send the refund checks to each of the sixty (60) affected consumers within thirty (30) days after the Commissioner signs this Final Order.
4. Respondent shall provide a letter to each affected consumer along with a refund check.
5. Respondent shall provide a copy of the letter and check sent to each consumer to the Department within thirty (30) days after the Commissioner signs this Final Order.

4-28-2021

Date Signed



Stephen W. Robertson, Commissioner
Indiana Department of Insurance

Distribution:

Abstracts of Richmond, Inc.
25 N. 8th Street
Richmond, IN 47374

Victoria Hastings, Attorney
ATTN: Mark Faust, Senior Insurance Examiner
Indiana Department of Insurance
311 W. Washington St., Suite 103
Indianapolis, IN 46204

STATE OF INDIANA)
) SS:
COUNTY OF MARION)

**BEFORE THE INDIANA
COMMISSIONER OF INSURANCE**

CAUSE NO.: 19677-AG20-0915-168

IN THE MATTER OF:)
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Abstracts of Richmond, Inc.)
25 N. 8th Street,)
Richmond, IN 47374)
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 Respondent.)
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Type of Agency Action: Enforcement)
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License Number: 2467800)

FILED
APR 28 2021
STATE OF INDIANA
DEPT. OF INSURANCE

AGREED ENTRY

This Agreed Entry is executed by the Indiana Department of Insurance ("Department"), by counsel, Victoria Hastings, and Abstracts of Richmond, Inc. ("Respondent"), a resident title insurance producer organization licensed to do business in Indiana, to resolve all issues in the above captioned matter. This Agreed Entry is subject to the review and approval of Stephen W. Robertson, Commissioner, Indiana Department of Insurance ("Commissioner").

WHEREAS, Respondent is a resident title insurance agency holding license number 2467800 since January 12, 1995;

WHEREAS, Indiana Code § 27-1-15.6-12(b)(2)(A) states, in part, that the Commissioner may levy a civil penalty against an insurance producer for violating an insurance law;

WHEREAS, Indiana Code § 27-4-1-4(a)(7)(C) is an insurance law which states, in part, that it is an unfair and deceptive business practice to make or permit excessive or inadequate charges for premiums, policy fees, assessments, or rates, or making or permitting any unfair discrimination between persons of the same class involving essentially the same hazards in the

amount of premiums, policy fees, assessments, or rates charged or made for policies or contracts of any kind of insurance;

WHEREAS, Respondent unintentionally but negligently permitted endorsement premium fees on sixty (60) title insurance policies to be overcharged by amounts of between twenty five dollars (\$25) and one hundred twenty five dollars (\$125) per policy over an audit period of approximately two (2) years;

WHEREAS, Ronald L. Cross, President of Abstracts of Richmond, Inc. is authorized to act on behalf of Respondent and obligate it to perform in accordance with this agreement; and

WHEREAS, the Department and Respondent (collectively, "the Parties") desire to resolve this matter without a hearing.

IT IS, THEREFORE, NOW AGREED by and between the Parties as follows:

1. The Commissioner has jurisdiction over the subject matter and the Parties to this Agreed Entry.
2. In order to avoid formal litigation in this matter, Respondent has determined that it is in their best interests to enter into this Agreed Entry. As such, Respondent acknowledges that they execute this Agreed Entry with full realization of its contents and effects.
3. This Agreed Entry is executed knowingly, voluntarily, and freely by the Parties. The Parties agree that the terms of this Agreed Entry constitute final resolution of this matter.

4. Respondent knowingly, voluntarily and freely waives the right to a public hearing on this matter, including the right to appear in person before the Commissioner, present evidence, cross-examine witnesses, and present arguments.
5. Respondent knowingly, voluntarily and freely waives the right to judicial review of this matter or otherwise appeal or challenge the validity of this Agreed Entry.
6. Respondent knowingly, voluntarily, and freely waives, releases, and forever discharges all claims or challenges, known or unknown, against the Department, its Commissioner, employees, agents, and representatives, in their individual and official capacities, that arise out of or are related to the Agreed Entry or Final Order, including but not limited to any act or omission as part of the underlying audit, investigation, negotiation, or approval process.
7. Respondent shall send refund checks to the sixty (60) affected consumers, for a total amount of three thousand two hundred eighty nine dollars (\$3,289), which reflects the aggregate amount of overcharged premiums of three thousand seventy five dollars (\$3,075) and eight percent (8%) compounded interest in the amount of two hundred fourteen dollars (\$214).
 - a. Respondent shall send the refund checks to each of the sixty (60) affected consumers within thirty (30) days after the Commissioner signs the Final Order adopting this Agreed Entry.
 - b. Respondent shall provide a letter to each affected consumer along with a refund check.

- c. Respondent shall provide a copy of the letter and check sent to each affected consumer to the Department within thirty (30) days after the Commissioner signs the Final Order adopting this Agreed Entry.
8. Respondent shall pay a civil penalty in the amount of one thousand six hundred fifteen dollars (\$1,615) to the Department within thirty days (30) after the Commissioner signs the Final Order adopting this Agreed Entry.
9. Respondent has carefully read and examined this Agreed Entry and fully understands its terms.
10. Respondent has had the opportunity to have this Agreed Entry reviewed by legal counsel of their choosing, at their own expense, and is aware of the benefits gained and obligations incurred by the execution of this Agreed Entry. Respondent understands and agrees that the Department cannot give them legal advice.
11. Respondent has entered into this Agreed Entry knowingly, voluntarily, and freely, and has not been subject to duress, coercion, threat, or undue influence.
12. This Agreed Entry constitutes the entire agreement between the Parties, and no other promises or agreements, express or implied, have been made by the Department or by any employee, director, agent or other representative thereof to induce Respondent to enter this Agreed Entry.
13. The Department agrees to accept Respondent's compliance with the terms of this Agreed Entry as full satisfaction of this matter, and warrants and represents that so long as Respondent complies with the terms of this Agreed Entry, the Department will not bring any further action against Respondent based on the facts that gave rise to this Agreed Entry.

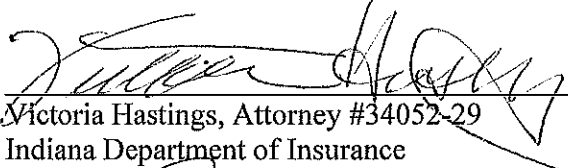
14. In the event the Department finds there has been a breach of any of the provisions of this Agreed Entry, the Department may reopen this matter and pursue alternative action pursuant to Indiana Code § 27-1-15.6-12.
15. Respondent waives any applicable statute of limitations for purposes of any enforcement of the terms and conditions of this Agreed Entry.
16. Respondent acknowledges that this Agreed Entry may be admitted into evidence in any judicial or administrative proceeding against Respondent to enforce the terms and conditions contained herein.
17. Respondent understands that this Agreed Entry resolves only the matter pending with the Department and does not affect any criminal prosecution or civil litigation that may be pending or hereinafter commence against Respondent.
18. This Agreed Entry does not in any way affect the Department's authority in future audits, investigations, examinations, negotiations, or other complaints involving Respondent.
19. It is expressly understood that this Agreed Entry is subject to the Commissioner's acceptance and has no force or effect until such acceptance is evidenced by the entry of a Final Order by the Commissioner.
20. Should this Agreed Entry not be accepted by the Commissioner, it is agreed that presentation to, and consideration of this Agreed Entry by the Commissioner, shall not unfairly or illegally prejudice the Commissioner or Respondent from further participation in or resolution of these proceedings.
21. If this Agreed Entry is accepted by the Commissioner, it will become part of Respondent's permanent record and may be considered in future actions brought by

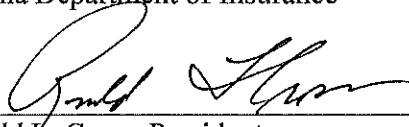
the Department or any other regulator against Respondent. It is further understood that, if accepted by the Commissioner, this Agreed Entry and resulting Final Order are public records pursuant to Indiana Code § 4-21.5-3-32 that may not be sealed or otherwise withheld from the public, and may be reported to the National Association of Insurance Commissioners and published on the Department's website as required.

22. Respondent acknowledges that this is an Administrative Action they may be required to report to other jurisdictions in which they are licensed and on future licensing applications.

VH
4 3/15/2021
Date Signed

03/04/2021
Date Signed


Victoria Hastings, Attorney #34052-29
Indiana Department of Insurance


Ronald L. Cross, President
Abstracts of Richmond, Inc., Respondent

STATE OF INDIANA)
) SS:
COUNTY OF WAYNE)

Before me a Notary Public for WAYNE County, State of Indiana,
personally appeared Ronald L. Cross, on behalf of Abstracts of Richmond, Inc. and being first
duly sworn by me upon his oath, says that the facts alleged in the foregoing instrument are true.

Signed and sealed this 4th day of March, 2021.

Carol K. Fink
Signature

CAROL K. FINK
Printed

My Commission expires: _____

County of Residence: WAYNE

